BabysitEase

IHC 2022/2023 - Assignment 2

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LY SCHEDULE

Wednesday	Thursday	Friday
ork	Work, Coffee Break	Work, Coffee Break
Coffee Break	Work	Work, Meeting
	Work	Work
ng	Work	Work, Lunch
unch	Work, Lunch	Work
, Coffee Break	Work, Meeting	Work
Work	Work	Work, Coffee Break
Work	Work	Work
Work, Coffee Break	Work, Coffee Break	Work
Work	Work	
Work	Work	

01

Introduction

Modern Problems, Modern Solutions

What is BabysitEase?

- Platform that aims to increase easiness and quality of work related to babysitting.

- It is centered around babysitters.

- It allows the sharing of vital information between the parents and the babysitter.

- It will feature a communication channel where the babysitters can share activities and/or information regarding the children to the parents.

Why BabysitEase?

- Easier management of working hours.

- Easier sharing of information between parties.

- The professional activity of babysitting has seen a growth in demand in the last few years.

- Currently there is not an app that serves these purposes.

02

Project Objectives

High Level Goals

- To facilitate the management of the professional activity of babysitting.
- To centralize relevant information about the children in the babysitter's care.
- To improve the communication between parents and babysitters.
- To provide a user-friendly, accessible and secure platform for both parties.

Outcomes

- Increased satisfaction and efficiency of babysitters in the performance of their duties.
- Improved quality of service provided by babysitters
- Increased parent's confidence and satisfaction with babysitting services

Benefits

For The Babysitters

- Optimized organization and planning of professional activities.
- Better understanding of the needs and preferences of each child.
- Ease of communication with parents, receiving important feedbacks and updates.
- Reduced stress and increased work efficiency.

For the Parents

- Access to up-to-date information on babysitter's performance.
- Greater peace of mind knowing that important information about their children is being considered and respected.
- Easy communication with babysitters, allowing real-time adjustments and requests.

03

Personas

Persona 1
Ana

- **Name:** Ana
- **Age:** 30
- **Gender:** Female
- **Job:** Babysitter
- **Background:** Ana has a background in childhood education and has been working as a babysitter for 5 years.
- **Motivation:** Do the best job she can and ensure that the children in her care are happy and safe.
- **Objectives:** To have better control over her schedule and professional activity.
  Improve communication with the parents and understand their expectations
- **Needs:** An easier way to manage her professional life.

Persona 2
The Parents

- **Name:** João and Paula
- **Age:** 45
- **Gender:** Male and Female
- **Job:** João is an engineer and Paula is a professor.
- **Background:** John and Paula are married and have two children, a 6-year-old boy and a 10-year-old girl.
  Both have demanding careers and spend a lot of time away from home.
- **Motivation:** João and Paula want to ensure that their children receive quality care and personalized attention when they can't be there.
- **Objectives:** To ensure that the babysitter is informed about their children's preferences, needs and particularities.
- **Needs:** A simple and efficient way to provide feedback and make requeststo the babysitter in real time.
  Receive real time updates of their children.

04

Scenarios & Tasks

Scenario 1

- **<u>Organization of the agenda and management of children's information</u>**

Context
- Ana has several clients and needs to manage her time and children's information efficiently.
- She wants to use the platform to keep everything organized and accessible.

Description
- Ana uses the platform to add the times and days she will take care of each family's children, including João and Paula's child. She enters important information about each child, such as allergies, favorite activities and routines, making it easy to quickly access this data whenever needed.
- The platform helps Ana to stay organized and make sure all the information up-to-date and easily accessible.

Scenario 1

- **<u>Organization of the agenda and management of children's information</u>**

Main Tasks
- Add and update times and dates of each appointment with families.
- Enter and update important information about each child, such as allergies, favorite activities and routines.
- View the schedule in a clear and accessible way.

Main Task Decomposition
1.1. Select a specific date and time in the platform's calendar.
1.2. Associate the appointment with a specific family.
1.3. Save and confirm the appointment update.
2.1 Select the child whose information needs to be updated.
2.2 Edit relevant fields, such as allergies, favorite activities or routines.
2.3. Save and confirm the information update.

Scenario 2

- **Feedback and adjustments on children's routine**

Context
- After a few weeks of work, Ana notices that the 6-year-old boy has difficulties sleeping at night.
- She wants to discuss this with João and Paula and suggest a new routine that might help him sleep better.

Description
- Using the platform, Ana sends a message to the parents explaining the situation and suggesting a new routine for the boy. João and Paula (Parents) receive the message, and thank Ana for her observation.
- They agree with the suggestion and ask Ana to implement the new routine.
- The platform facilitates this communication and allows everyone to be up-to-date regarding the children's needs and care.

13

Scenario 2

- **<u>Feedback and suggested adjustments on children's routine</u>**
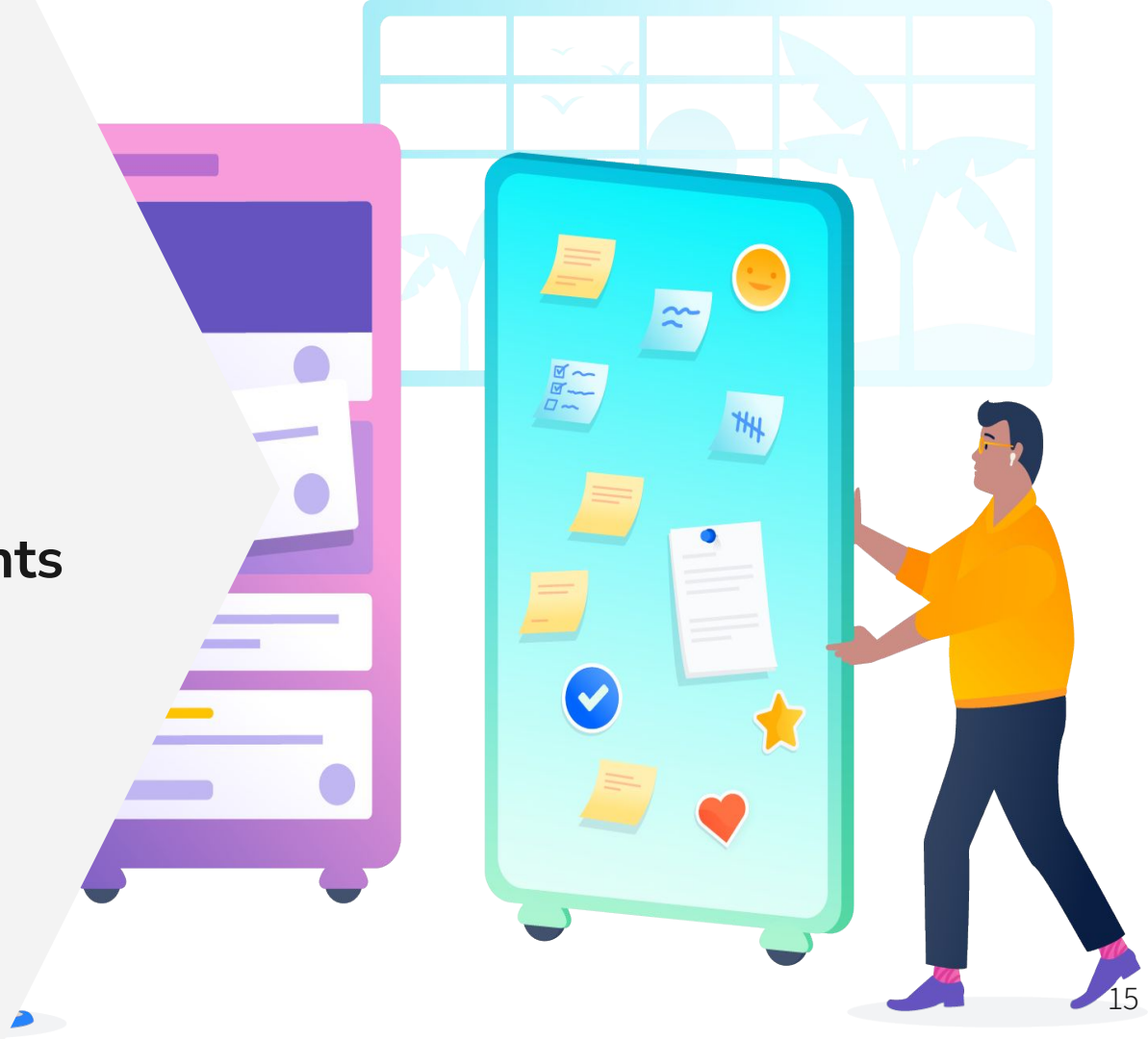
Main Tasks

- Record observations about children's behavior and needs.
- Devise and suggest new routines or strategies to improve children's care.
- Communicate with parents through the platform, keeping them informed and involved.

Main Tasks Decomposition

1.1. Select the child whose behavior or need is to be recorded.

1.2 Enter the observation, detailing the situation and possible implications.

1.3 Save and confirm the observation record.

2.1 Analyze the information and observations recorded about the child (history).

2.2. Develop a new routine or strategy based on the analysis.

2.3 Insert the new routine or strategy, as a suggestion, into the child's profile on the platform.

3.1. Select the option to communicate with the parents on the platform

3.2 Write a message explaining the situation and suggesting the new routine or strategy.

3.3. Send the message and wait for the parents' response.

06

Requirements

Requirements

Functional Requirements

- **Agenda Management;**

- **Children's information management;**

- **Communication between babysitters and parents, traditional and in real-time;**

- **Recording observations and routine adjustments;**

- **History;**

Non-Functional Requirements

- **Ease of use;**

- **Ease of learning;**

- **Responsiveness;**

- **Security and privacy;**
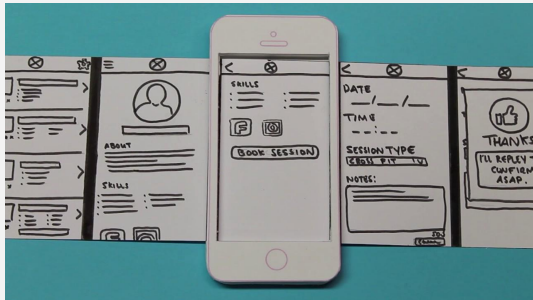
- **Performance;**

07

Next Steps

Prototype

Type of Prototype

⬣ **Paper prototype**

⬣ **Low cost and quick**

⬣ **Allows visualizing and iterate over the user interface without investing time and resources developing software**

How will we test

⬣ **Invite potential users**

⬣ **Ask participants to do specific tasks**

⬣ **Observe and take notes**

⬣ **Discuss, analyze the results**

⬣ **Make changes, if needed**

⬣ **Repeat, if needed**